

Unit



Introduction to Security Services

INTRODUCTION

When you walk towards an Automated Teller Machine (ATM), one of the first persons you see is a 'security guard'. A 'security guard', generally, sits outside the ATM booth and regulates entry to the booth. He prevents illegal activity, theft and vandalism in the ATM booth. The security guard does a variety of jobs, including assisting people, who face problems in using an ATM card. A security guard at the ATM booth, therefore, is a link between a bank and its customers.

Let us now try to understand the meaning of the word 'security'. 'Security' is derived from the Latin word *securas*, which means 'free from danger' or 'safe'. Thus, security can be defined as freedom from exposure to danger; a feeling of safety and certainty; freedom from anxiety; a means of protection or arrangement to secure (safeguard) a property against theft, intrusion, pilferage or damage; and rendering living beings safe.

In a rapidly changing social and technological environment, understanding security aspects and actions is important for improving security. The basic objective of providing security is to prevent crime against persons, property and proprietary information. Security provides a safe and danger-free environment, so that people can conduct their daily chores and businesses without fear.

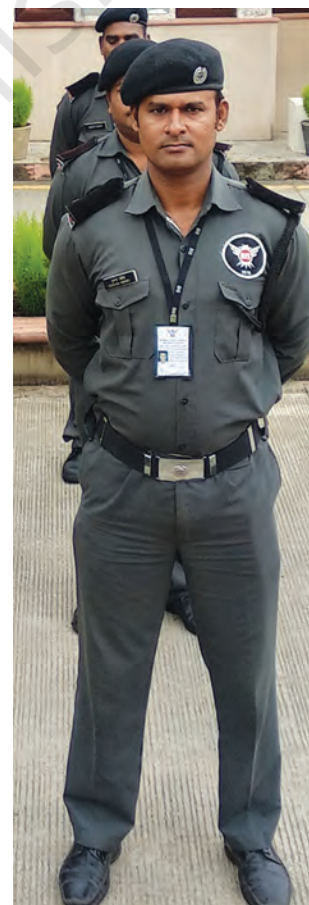


Fig. 1.1: An Unarmed Security Guard

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There are two main security divisions in India — public and private. Public agencies provide security services that are exclusively funded by the Central or State governments in public interest. These agencies include security forces of the Central and State governments. Private security is provided by private agencies to clients for a fee.

PUBLIC SECURITY

It is the responsibility of the government(s) to ensure the protection of citizens, organisations and institutions against threats to their well-being and productivity. It is rendered by groups that provide security services funded exclusively by the government in public interest. The duties of public security groups include preventing crimes and other criminal offences, assisting victims of crime, drafting and laying criminal charges, arresting or detaining criminals or those suspected of involvement in crimes, investigating crimes, executing search and arrest warrants, seizing evidences and testifying in court.

The police, for example, protect public properties and citizens, and enforce laws and administrative regulations. The Central Industrial Security Force (CISF) protects public and private properties, such as airports. The Railway Protection Force (RPF) protects the Indian Railways and ensures the safety of citizens travelling in trains and those present at railway stations. The Home Guard is a paramilitary police force in India, which is tasked as an auxiliary to the State police and helps in the maintenance of law and order, and ensures internal security and community service in emergency situations, such as fire, cyclone, earthquake, epidemic, etc.

PRIVATE SECURITY

Private security means security provided by a person, other than a public servant, to protect or guard people or property or both, and includes provision of armoured car service. Private security is provided by private agencies to clients for a fee.

The private security industry includes all type of private organisations and individuals providing all type

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of security-related services, such as investigation, guard, patrol, lie detection, alarm and armoured transportation. Government policies like preparing guards in training institutions and schools, and making the installation of CCTV cameras at various locations mandatory have also accelerated the demand for private security guards in India. Many security agencies have diversified into providing services like manned guarding, cash handling, electronic security management, security consulting and security training.

Private security services refer to the performance of at least one of the following activities:

- observing and reporting unlawful activity
- preventing and detecting theft or misappropriation of goods, money or other items of value
- protecting individuals or property
- controlling access to premises being protected
- securely moving prisoners
- taking enforcement action by detaining persons or placing persons under arrest
- providing canine services for guarding premises or detecting unlawful devices or substances

Adapted from Oregon Laws-Legal Glossary

https://www.oregonlaws.org/glossary/definition/private_security_services

A private security guard is hired by people and private organisations for their personal security and safeguarding their properties. A private security guard can be with or without arms. A security guard can reach up to the rank of a Chief Security Officer (CSO) in consonance with one's competencies, abilities, hardwork and positive attitude.

SECURITY AGENCY

A security agency is an organisation or agency that hires people to be employed as security personnel at different locations and for various security-related purposes. A private security agency is engaged in the business of providing security services, including training to private security guards or their supervisor(s) or providing security guards to an industrial or business undertaking

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or a company or any other person or property. The private security industry in India is governed by the Private Security Agencies (Regulation) Act (PSARA), 2005. The Act provides for the regulation of private security agencies and matters connected or incidental to the same. The PSARA extends to the whole of India, except Jammu and Kashmir.

A private security agency employs security personnel in the following ways:

- (i) Proprietary security
- (ii) Contractual security

Proprietary security

It is owned by an enterprise and the security personnel are on the payroll of the enterprise.

Contractual security

In contractual security, agencies can work with companies to fulfill their security needs and find contractual employees for the same. Thus, an enterprise outsources or hires security services on the basis of a pre-decided agreement for a limited period called 'contract'. The private security industry in India is one of the largest employers and is growing. Every private security agency is required to give employment preference to a person, who has served as a member in the Army, Navy, Air Force, police or Home Guards.

Personal security guards

They are employed for providing security to their employers. They are also known as 'body guards' or 'bouncers', and accompany their employers everywhere.

Residential security guards

They are employed in residential colonies, apartments, old age homes and other residential areas for providing security services to residents.

Corporate security guards

They are employed for internal and external security of business assets. Corporate security includes protection

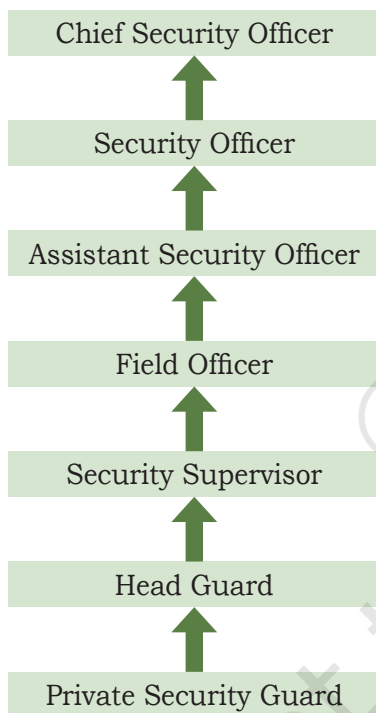


Fig. 1.2: Reporting structure for an Unarmed Security Guard in a private security organisation



of corporate buildings, shopping malls, private organisations and hospitals.

Private security guards

They are employed by businessmen and entrepreneurs for security.

Mobile security guards

Mobile security guards move around the perimeter, and observe and monitor people for suspicious behaviour or actions. 'Perimeter' refers to natural barriers or fortifications built with bricks or fences to either keep intruders away or to keep captives contained within an area or boundary that surrounds the area.

Static security guards

Unlike mobile security guards, static security guards stay at one place and monitor the movements of people and material. They may use electronic surveillance system to perform the job.

SESSION 1: ROLES AND RESPONSIBILITIES OF SECURITY PERSONNEL

Every job has some specific roles and responsibilities associated with it. Imagine a person, who delivers letters and is not fully aware of the responsibilities attached to the job. This can not only cause failure in the timely delivery of mails but may also lead to the delivery of mails at wrong addresses. Being aware of one's roles and responsibilities helps one in being efficient at work. In the security sector, training is provided, which is specifically geared towards various duties and responsibilities that security personnel will have to carry out. It is, therefore, essential for the security personnel to always be physically and mentally fit.

Roles and functions of public and private security personnel

The role of security personnel is protective, preventive and detective in nature.

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Protective role

The role of a security personnel, in general, is to protect people, property and information from internal, as well as, external threats and aggression. Police officers, who are a part of law enforcement agencies, work in partnership with communities. They work to maintain law and order, protect the public and their property, prevent crime, reduce the fear of crime among citizens and improve the quality of life for all.

Preventive role

The preventive nature of security seeks to prevent disruptive activities against persons, property and information. The goals of prevention may be attained through a programme based on the gathering of information through an intelligence agency, use of advanced electronic devices, such as Closed Circuit Television (CCTV) cameras, skilled security personnel and communication devices like a wireless system.

Disruption against person

This may involve incidents, such as armed attack, kidnapping, hijacking, assassination, murder, rape, etc.

Disruptive activity against property

This may involve theft, robbery, arson, sabotage and bombing, among others.

Espionage or cyber threat

It is a common form of disruption against proprietary information security.

Detective role

This role of security includes detection of disruptive activities that may be directed against property and information. An early detection of the presence of people with criminal intent, arms, ammunition, explosives and weapons may prevent a major hazard.

Detective security is said to be at its best when a crime is detected in the planning stage itself, e.g., when a group of people gathers in an area or a house and plans to commit a crime, and a security officer detects



its presence, watches its activities, gets to know about its intentions and reports about the same to the police immediately. In such a situation, the detective role of the security personnel helps in preventing a crime.

Security applications extend to diverse institutions like industries, commercial establishments, financial institutions, educational institutes, and recreational and religious places.

General roles and responsibilities of an Unarmed Security Guard

An Unarmed Security Guard has many responsibilities while guarding a site. The main duties are to 'observe', 'deter' and 'report'. The life of people and the safety of public property, worth of which could be in crores of rupees, are often in the hands of the Unarmed Security Guard.

Let us now take a look at the roles and responsibilities of an Unarmed Security Guard.

Observing and reporting

The term 'observing' refers to watching carefully and making notes of what the Unarmed Security Guard sees. Security guards are required to prepare written reports of occurrences, duties performed and descriptions of their tasks and observations. If one needs to report information about an incident to one's superior, observation skills are necessary. Reporting involves telling the senior official or supervisor about what one has observed. Unusual incidents, as well as, violation of rules must be reported. Carefully prepared notes and reports are important as they can be used as evidence in court or police investigation.



Fig. 1.3: An Unarmed Security Guard keeps a vigil

Preventing and detecting crime

The presence of an Unarmed Security Guard at a site acts as a deterrent to anti-social elements. However, if



someone engages in an illegal act, the Unarmed Security Guard must immediately call the police and give them information so that they are able to prevent the crime and catch the miscreants. For successful coordination with the police, it is a must to have an understanding of the structure and functions of the police department.

Public relations

On some sites, such as a residential complex, the Unarmed Security Guard has to be in continuous contact with the public. People may turn to the security guard if they have a problem or want some information. The guard must act efficiently and effectively while dealing with the public.

Responding to emergencies

In case of an emergency, people may first seek help from the security guard. The guard needs to respond in an appropriate way. Every site must have an emergency response and a fire safety plan that provides a step-by-step procedure in the event of an emergency. The security guard may need to evacuate a building in case of a fire. If the security guard knows what to do and is able to act in time, the public will have more trust in her/him.



Fig. 1.4: A woman filling in personal information in the visitors' logbook

Access control

An Unarmed Security Guard has to control the entry and exit of people, vehicles and material in an organisation. This may require checking the identity cards of employees and visitors, inspecting packages and vehicles. Sometimes, employers suspect their workers to be engaged in theft of goods, stealing and passing of information. In such situations, the security guard could be asked to frisk the employees when they leave the site. Identifying and reporting on suspicious persons and packages is also a part of the job of the Unarmed Security Guard.



Patrolling

Keeping a watch over an area by taking rounds at regular intervals by walking or driving is called 'patrolling'. Patrolling is important as the security guard can observe a larger area compared to when s/he stays at just one place. It helps in identifying the risks and threats in the entire area. Patrolling often prevents anti-social elements and criminals from engaging in illegal activities within and around the site.

Controlling traffic

Pedestrian and traffic control are critical for the safety of the public. Controlling pedestrians and traffic are one of the main duties of the Unarmed Security Guard. Traffic management and parking of vehicles by visitors are to be managed by the Unarmed Security Guard. Unarmed Security Guards deployed in industrial or construction areas are responsible for regulating traffic, as well as, ensuring the safety of road workers, while allowing construction and other industrial activities. They wear traffic vest (a bright coloured vest, which reflects light or has in-built LED lights) and helmets. They use signal flags (a small or large flag in red or orange colour) or signal baton (that lights up or reflects a red light).



Fig. 1.5: An Unarmed Security Guard controlling access at gate

Protection of people, property and information

Protecting people

Protecting the lives of people is an important responsibility of an Unarmed Security Guard. This is done in various ways, such as patrolling the site, identification of hazards and controlling access to the site. Providing vehicular support to escort people, whose life is in threat, is also a part of the security guard's responsibility.

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Protecting property

One of the main duties of the Unarmed Security Guard is to protect the area, and material or equipment stored in the premises. Hazard identification during patrolling, followed by quick reporting helps in preventing disasters. For example, a fire can destroy a building if not detected in time. Similarly, material and equipment can be stolen, if the premise is not secured by security systems or security guards.

Protecting information

Protection of information is becoming important, especially in the digital era. Keeping things secret is called 'confidentiality'. An Unarmed Security Guard often hold the keys of various sections of a building that other people cannot enter. The person's duty is to restrict access to information, which is supposed to be kept secret or shared only with certain members of an organisation.

Vital data can be accessed or destroyed in many ways. One of the responsibilities of the Unarmed Security Guard is to escort people through restricted areas and make sure that they do not have access to confidential data. Some of the instances when information leak can happen but can be prevented by an alert security guard are as follows:

- (i) important files left in an area from where they can be easily accessed
- (ii) unauthorised people getting access to restricted areas or places

In case, the security guard senses an information leak or threat of such an incident, s/he must immediately report it to the supervisor.

Finding and reporting safety hazards

A hazard refers to a danger or risk. The Unarmed Security Guard's patrols involve carrying out safety inspections on the site and reporting about risks or threats immediately. A hazard that is detected and fixed quickly can avert a disaster.



Official procedures and instructions

The Unarmed Security Guard's duties and responsibilities are clearly communicated by the superior or supervisor at the time of joining an organisation. It is a must to know the company's Standard Operating Procedures (SOPs), which refer to the organisation's policies and ways of doing things. These relate to all sites in the company. These may include expectations related to grooming, such as dressing, punctuality and treating the public. Other than SOPs, there are area-specific instructions, known as 'post orders', which may vary from area-to-area within the organisation. For instance, post orders for a guard manning the entry gate and for the one looking after the parking area would be different. It is, therefore, important to note that post orders give a detailed area-specific job description. Area-specific instructions may include the following:

- (i) emergency contact numbers
- (ii) location of the post
- (iii) work shifts
- (iv) patrolling procedure
- (v) reporting procedure during emergencies

The security guard must read all updates or changes in SOPs and area-specific instructions. S/he can also receive memos or notices with special instructions that are not included in the initial instructions. Such notices may be issued for a specific event or as a permanent instruction.

In case, the Unarmed Security Guard is not sure about the roles and responsibilities, s/he can ask questions to the supervisor and clarify the doubts.

Practical Exercise

Activity 1

Visit a shopping mall, an ATM booth or any other place, where you could find an Unarmed Security Guard at the gate. Observe the guard from a distance and note down the activities s/he is performing as part of the job. What are the responsibilities (activities) that you think the security guard should have performed, apart from the ones that you observed?



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Check Your Progress

A. Multiple Choice Questions

1. Which of these is not the responsibility of an Unarmed Security Guard?
 - (a) arrest a person for a crime
 - (b) prevent crime in the premises s/he is guarding
 - (c) report emergency situations to higher authorities
 - (d) observe people and vehicles in the premises
2. Patrolling refers to _____.
 - (a) reporting on emergencies
 - (b) controlling access at the entry gate
 - (c) controlling traffic using technology
 - (d) watching and guarding the site by moving around
3. 'Confidentiality' is a term related to _____.
 - (a) protecting property
 - (b) protecting information
 - (c) protecting people
 - (d) confidence and attitude of the security guard

B. Fill in the Blanks

1. Keeping things secret is called _____.
2. In all situations, the duty of an Unarmed Security Guard is to _____, deter and _____.
3. Standard _____ Procedures (SOPs) refer to the company policies and ways of doing things.

C. Short Answer Questions

1. Describe the roles and responsibilities of an Unarmed Security Guard.
2. What is 'confidentiality'? Do you think that there is any confidential data in your school? If yes, provide an example. What would be the loss or consequences, if such confidential data is leaked?
3. What are post orders?

What have you learnt?

On the completion of this Session, you will be able to:

- describe the purpose of security.
- identify the roles and responsibilities of an Unarmed Security Guard.
- demonstrate the difference between different types of security.
- differentiate between preventive, protective and detective role of an Unarmed Security Guard.



SESSION 2: RISKS, THREATS, HAZARDS AND EMERGENCY — RESPONDING AND REPORTING

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You might have noticed that danger exists everywhere. However, the risk tends to be higher at certain places and at certain times. The risk of theft is higher for a bank than a grocery store at night. A person who is aware of the risks and threats can take appropriate and timely actions to prevent and mitigate the impact of an untoward incident.

Assets and risks

'Risk' refers to the possibility of losing something of value. A person, object or information that is considered valuable and requires protection is called an 'asset'. If there is a possibility of the occurrence of some incidents (e.g., death, injury, theft or damage), which can affect the asset, there is a risk involved. It is the responsibility of the Unarmed Security Guard to reduce the possibility of the occurrence of such incidents by taking preventive actions or measures. Knowing the kind and level of risks not only helps the security guard plan accordingly but also helps to keep oneself and others safe.

Risk levels

An Unarmed Security Guard could be working in high, medium or low-risk work situations. It is also possible that s/he may work at a low-risk site one week and a high-risk site the next. Risk levels also change during the course of the day.

High-risk situations

- (i) working alone at a site
- (ii) posting in an area known for crime and violence
- (iii) patrolling in night shifts

The above situations are often unsafe, especially when they are combined. For instance, the security guard may be the only person posted to guard a jewellery store at night and that too in a crime-prone area.



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Medium-risk situations

A late evening shift when employees or customers are supposed to leave the site

Low-risk situations

A day shift

Threats

Vulnerability and its relation to risk

'Threat' is anything or anyone, which can exploit someone's vulnerability (i.e., weakness or gaps in security), intentionally or accidentally to obtain, damage or destroy the person, material or information. Threat takes advantage of vulnerability to cause a risk. For instance, an intruder is a 'threat', absence of a perimeter fence is 'vulnerability', and possibility of theft of material from industry is a 'risk'. Fire is a threat, absence of escape routes is vulnerability and possibility of loss of life due to fire is a risk.

Asset + threat + vulnerability = Risk

If we take an example of a jewellery store, a security guard is protecting, the risk would be:

Jewellery at the store (asset) + criminals in the city (threat) + lack of lighting around the store at night (vulnerability) = Possibility of robbery (risk)

Types of threat

Threat to an organisation could be from the following:

Unhappy customers

Unhappy with the service, customers may resort to vandalism, i.e., destruction of property of an organisation. This is often reported in case of hospitals when people feel that patients died due to the negligence of doctors.

Angry employees

A group of disgruntled employees can be a threat to the lives of people of the organisation, as well as, material stored at the site.



Protesters

These could be people living in a neighbourhood who might be facing problems (such as air pollution or contaminated water) due to the organisation.

Pranksters

People, who make hoax bomb calls for the sake of fun or adventure, are included in the group of pranksters. They disrupt the activity in the organisation, thereby, causing losses.

Criminals

They belong to a group of people who break the law. Other threats that an organisation may face could be due to drug abuse, drunk employees or clients, violence, overcrowding, blocked fire exits and inadequate fire safety measures.

Hazard

It refers to something or someone that can cause a harm. Hazard is often used interchangeably with threat.

Emergency

An event that has happened or is about to happen and threatens the life of employees or property of the organisation or environment, and requires significant and coordinated response is called an 'emergency'.

In most cases, emergencies require 'mitigative' efforts to prevent worsening of a situation. However, mitigation may not be possible when the event has already occurred. What is possible then is 'palliative' care. For instance, mitigation is not possible if an accident has already taken place in the parking area of a shopping mall. The plan of action in such a case is to ensure immediate medical attention to the injured people.

In the event of an emergency, the Unarmed Security Guard may be the first person people turn to for help. The guard needs to act responsibly. The emergency plan of the organisation outlines what to do in different emergency situations. Frequent reading of the emergency plan and multiple mock drills ensure that the security guard knows how to respond in such situations.



Fig. 1.6: Emergency helpline number



Observing and reporting

Observing, deterring and reporting form the core duties of the Unarmed Security Guard. If these activities are done timely and efficiently, the risk to assets (i.e., people and property) is reduced as the Unarmed Security Guard can identify the threats and fix the security lapses.

Observing helps in preparing detailed notes or reports. Notes can help nab criminals and the same can be reported to seniors, thereby, helping the authority concerned to find the gaps in the security system and fix them.

Reporting involves communicating to the authorities concerned about what one has observed. For example, when calling for police, ambulance, fire or other emergency services, it is important to describe what, when, where, who, why and how.



Fig. 1.7: Reporting on who, how, what, when, where and why

*Who are you and how to call you back?
What is happening or what has happened?*

When did it happen?

Why did it happen?

Where is it happening?

How did it happen?

This can be done orally in case of an urgency or in the form of a written report. It is always better to follow an oral report with a written one. The Unarmed Security Guard needs to report unusual incidents that occur during the shift, as well as, instances of violation of rules.

The Unarmed Security Guard must understand the importance of notes and reports, which could be produced as evidence in the court of law.

Response mechanism: Suspicious packages and weapon threat

Suspicious packages

Packages like letters could be used to attack an organisation and cause loss of life or property. It may



be possible that such packages are harmless but are intended to cause panic and disrupt the activity in the organisation.

It is not always easy to detect a suspicious package. One of the best ways to reduce risk is to match deliveries to orders, thereby, accepting only those packages, which are expected. The other way is to carefully inspect the deliveries and take supplies only from trusted suppliers or courier service providers.

There is no standard way of identifying a suspicious package. Some factors that may be considered in deciding if a package is suspicious are as follows:

- (i) absence of the sender's address on the package
- (ii) the package is not from a familiar address
- (iii) the item is too heavy for its size
- (iv) the package is not balanced and is lopsided
- (v) package has protruding wires
- (vi) package has unexpected leaking or sticky substance(s) or emits vapour
- (vii) package emitting strange smell
- (viii) oil stains on package
- (ix) wet packaging or dampness
- (x) sudden illness or irritation on the skin, eyes or nose while handling the package
- (xi) person delivering the package refuses to share personal information

Response mechanism

- (i) Stay calm and immediately contact the police.
- (ii) In case, you are holding the package, put it on a flat surface and remove other articles kept nearby.
- (iii) Do not move it from the site.
- (iv) Keep it separately from other objects or material so that it is easily identifiable.
- (v) Evacuate the area. The quickest means is to use a fire alarm. To avoid panic, it is better to go room-to-room, asking people to evacuate the building.



Fig. 1.8: Suspicious packages



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- (vi) In case, the package contaminates people (by spillage, irritation or sickness), move them to a safe location and keep them separately. Ensure that all air conditioning units and fans at the site are switched off to prevent further spread of the contaminant.
- (vii) Seek medical help for the affected people.

Weapon threat

In case of a threat by a weapon (e.g., gun), the best strategy is 'run-hide-tell', especially when one is unarmed.

Run

Run to a place of safety. Take cover initially but try to leave the area as soon as possible. Running away from the area will also depend on the safety of the intended escape route.

- (i) Leave your belongings behind, except the cell phone, in case you cannot carry all.
- (ii) Never assemble in open areas or wait at evacuation points as it makes the entire group vulnerable.
- (iii) Guide people who are unfamiliar with the area.
- (iv) Use brick or concrete walls as cover from gunfire.
- (v) Vehicles (engine block area) or large fixed objects like trees can also be used as cover.

Hide

If running is not a safe option, the next best option is to 'hide'. The other actions that one can opt for are as follows:

- (i) Use locks or barricades to secure the area.
- (ii) Identify areas where you can hide, such as windows, doors or balcony.
- (iii) Remain quiet and move out of the area only when the authorities concerned tell you to do so or you have to do it for safety reasons.
- (iv) Put cell phones, radios and other devices on the silent mode.
- (v) As the last resort, you can use improvised weapons to protect yourself when encountered by armed assailants.



Tell

Tell or inform the police by calling on the emergency helpline number. Providing detailed information to the police or seniors about the area helps them in nabbing the miscreants and securing the area. However, one must not jeopardise the security of oneself and others by making the location known to the offender while trying to seek information. Efforts must be made to share the following information:

- (i) location of the place where the incident has occurred
- (ii) physical description of the offender
- (iii) movement of the offender in a particular direction
- (iv) detail of weapon(s) the used
- (v) approximate number of people in the area at the time of the incident
- (vi) number of employees injured
- (vii) the intent of the offender, if known or could be sensed

The seniors or police may ask the Unarmed Security Guard to remain on the line and provide updates as the situation changes. The contacts for emergency services are given in Table 1.1.

Table 1.1: Emergency contact numbers in India

| S. No. | Emergency Service | Helpline No. |
|--------|--------------------|--------------|
| 1. | Police | 100 |
| 2. | Fire | 101 |
| 3. | Ambulance | 102 |
| 4. | Blood bank | 104 |
| 5. | Helpline for women | 181 |
| 6. | Tourist helpline | 1096 |
| 7. | Child helpline | 1363 |
| 8. | Gas leakage | 1098 |

Common hazards at workplace

New and unforeseen hazards may arise anytime. The hazards can be categorised as follows:

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(a)



(b)



(c)

Fig. 1.9 (a,b,c): Action to be taken in case of an armed attack





Fig. 1.10: Symbol for washing hands

Hygiene related hazards

These may include contamination of hands, face and other exposed parts of the body with harmful solids, liquids and gases, which may make one susceptible to diseases like Hepatitis B. Hepatitis B is a virus that affects the liver. It is important to wash hands with soap and clean water before eating food.

Stepping on rusty nails, tin or iron may cause 'tetanus'. It is caused by tetanus bacterium. The bacterium produces a toxin that affects the nervous system, leading to stiffness in the muscles. The early symptoms of tetanus include diarrhoea, fever and headache.

Tools and machinery related hazards

Injury may be caused due to the following:

- (i) use of machines or sharp objects
- (ii) heavy vehicles offloading large amount of material
- (iii) speed of vehicles
- (iv) unguarded machinery or faulty equipment

Hazardous substances or exposure to dangerous goods

- (i) flammable, explosive or hazardous substances gas cylinders
- (ii) dust or other particles, such as glass fines in the air can be inhaled
- (iii) hazardous chemicals in factories

Working at heights and falls

One must be careful about the following:

- (i) fall from ladder or buildings
- (ii) fall from dumping platforms
- (iii) slip, trip and fall due to liquid spillages at a site or poor lighting

Manual handling

Being careful while performing the following tasks also helps in preventing injuries:



- (i) removing sharp materials from waste
- (ii) assisting in unloading vehicles
- (iii) manually moving large loads

Noise

- (i) loud and constant noise from heavy plants and vehicles moving around the site
- (ii) wearing ear plugs may render a person unable to hear the sound of nearby vehicle movements
- (iii) use of mobile phones while working

Electrical

- (i) overhead or underground live electricity
- (ii) poorly maintained or exposed electrical leads and plugs

Confined spaces

These refer to spaces, such as septic tanks, pits, manholes, silos, containers, tunnels, etc. A person may enter such a space only if one is appropriately trained and has specific approval from the supervisor to do so.

Fire

The common causes of fire at workplace include careless smoking, disposal of matchsticks, inadequate distance from combustible material, defective electrical equipment and substandard electrical wires.

Using a fire extinguisher

To extinguish a fire with a portable extinguisher, you must have immediate access to the extinguisher, know how to actuate the unit and apply the extinguishing agent. Prior to using a fire extinguisher, you must perform a risk assessment that evaluates the fire size, atmosphere in the vicinity of the fire and fire evacuation path. Let us now understand the various steps to be followed for using the fire extinguisher. To remember the sequence of the steps, you may learn it as 'PASS', i.e., pull, aim, squeeze and sweep.

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Fig. 1.11: Steps of using a fire extinguisher

Step 1: Pull

Pull the pin or ring of the extinguisher. This will allow you to squeeze the handle in order to discharge the extinguishing agent, i.e., water, Carbon dioxide, foam, etc.

Step 2: Aim

Aim the nozzle at the base of the fire but maintain a distance of at least 6 feet from the fire.

Step 3: Squeeze

Squeeze or press the handle together. This will release the extinguishing agent.

Step 4: Sweep

Sweep the nozzle from side-to-side, aiming at the base of the fire. Continue until the fire is extinguished.

Risk management

This involves identifying the hazards, assessing the risks associated with the hazards, implementing the best practicable measure(s) to eliminate or control the risk and monitoring its effectiveness. Risk management must be applied to the use of all material and the type of activities carried out at a workplace. It means that the Unarmed Security Guard evaluates the hazards and develops strategies to avoid or minimise the potential of an injury to self and others. Occupational Health and Safety (OHS) strategy involves four stages — hazard identification, risk assessment, elimination or control, and monitoring or review of control measures.

Steps involved in risk management

There are four steps involved in the risk management process.

Step 1: Identify risks and hazards

Step 2: Assess the risks associated with the hazards

Step 3: Implement the best practicable measure(s) to eliminate or control the risk

Step 4: Monitor or review control measures

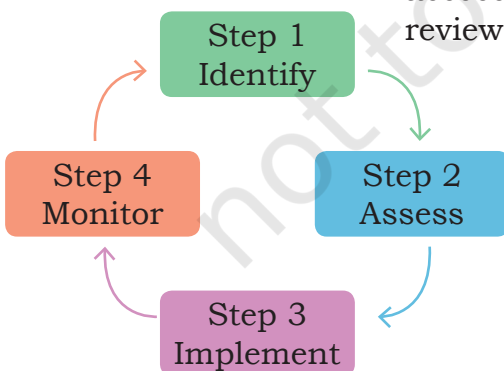


Fig. 1.12: Steps involved in risk management



Identifying risks and hazards

We have learnt about various hazards and risks at workplace. We have also learnt that hazards at workplace could be related to hygiene, use of tools and machinery, hazardous substances or chemicals, working at heights, manual handling of electrical fittings or wires, fire, etc. Now, let us try to understand how we can identify risks and hazards at the workplace. The risks and hazards could be identified in the following ways.

Report of incidents

It is the report of the incidents that took place in the past. It serves as a record for future reference.

Self-inspection checklist

The self-inspection checklist helps the maintenance staff to effectively plan regular and emergency maintenance tasks, and check against the list of tasks to be performed for the maintenance of machines or equipment.

Observations

By observing the activities or tasks being performed by workers, the risks or possible hazards can be assessed.

Knowledge sharing

Employees sharing experiences about untoward incidents faced in the past also helps in taking precautions and issuing necessary instructions to workers.

Consultation with specialists

Consulting specialists in the field helps in mitigating or preventing hazards.

Regular maintenance checks

Regular maintenance helps in preventing problems, such as blockages, leaks or breakdowns, which can increase risks. A maintenance schedule must be in place to ensure that the equipment is maintained and serviced at intervals indicated in the manufacturer's operating instructions.

Risk assessment

When a hazard has been identified, the next step is to assess the risks associated with it so that it does

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not harm anyone at the workplace. Risk is, normally, assessed in terms of how severely someone could be injured or fall ill and the likelihood of the same from exposure to the hazard. Risk assessment is the process which includes the following:

- (i) identification of hazards
- (ii) analysing or evaluating the risk(s) associated with the hazard
- (iii) determining appropriate ways to eliminate or control the hazard

Judging the likelihood

Keeping the severity or consequence in mind, think and judge how likely it is that someone may be affected by the hazard.

- (i) Very likely: could happen any time
- (ii) Likely: could happen sometime
- (iii) Unlikely: could happen but very rarely
- (iv) Very unlikely: could happen but probably never will

Judging the severity or consequence

While judging the severity of a hazard, think about whether it could:

- (i) kill or cause permanent disability or ill health.
- (ii) cause long-term illness or serious injury.
- (iii) cause someone to need medical help.
- (iv) cause someone to need first aid.

The severity of the risk can be categorised as follows:

- (i) Extreme risk: Extremely urgent, immediate action is required
- (ii) High risk: Urgent action is required
- (iii) Medium risk: Action is required within one week
- (iv) Minor risk: Not urgent; action is required within one month
- (v) No risk: No action required

Factors that influence the degree of risk include the following:

- (i) For how much time a person is exposed to a hazardous thing or condition?
- (ii) How is the person exposed (e.g., inhaling vapour, skin contact)?



- (iii) How severe are the effects under the condition of exposure?

Risk assessment at the workplace may lead to the discovery of several risks and hazards. It is likely that they cannot be fixed all at once, so it is essential to plan and prioritise actions. The worst hazard, i.e., those that can happen any time, are most severe in nature, and may cause injury or illness, must be addressed first. The various elements of risk assessment are summarised in Table 1.2.

Table 1.2: Elements of risk assessment

| | |
|-----------------------------------|---|
| Stay on the lookout | <ul style="list-style-type: none"> • Be on the lookout for hazards at all times. • Utilise the systems for hazard reporting so that something can be done about them. |
| Anticipate hazards | <ul style="list-style-type: none"> • Think about possible hazards before you start each task. |
| Account for change | <ul style="list-style-type: none"> • Change may occur as a result of a new project — commencing, altering the work system, introduction of new staff, and addition or change of tools or substances. • Change can introduce hazards, so one must always be aware and implement the hazard identification process. |
| Report new hazards | <ul style="list-style-type: none"> • As soon as a hazard is identified, report it immediately to the supervisor or the authorities concerned. |
| Conduct risk assessment regularly | <ul style="list-style-type: none"> • Everyone is responsible for being on a lookout for hazards. The process must be a part of everyday work practice. |
| Keep records | <ul style="list-style-type: none"> • Records of the maintenance of an organisation or industry and equipment must be maintained regularly. |

The aim of a risk assessment is to identify and rank hazards so that they can be addressed accordingly.

Implementing practicable measures to eliminate or control risk

The third step is to implement control measures to eliminate or reduce the risks of being injured or

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harmed, and ensure that the measures are monitored and reviewed. Control is a mechanism or process that minimises the risk of the occurrence of a hazard. Examples of actions that can be taken to control common workplace hazards are given in Table 1.3.

Table 1.3: Actions for controlling workplace hazards

| Problems | Actions for controlling hazards |
|------------------------------------|---|
| Spillage of wet or dry substances | Isolate and clean spills without delay. Use warning signs to alert people about surfaces that are wet, following recent cleaning or spills. Use absorbent material for cleaning spills. |
| Unsuitable footwear | Wear footwear appropriate to the job and work environment. |
| Wet or dirty footwear | Wipe shoes on foot mats. |
| Poor lighting | Provide adequate lighting. |
| Untidy areas | Keep the workplace tidy and walkways clear. Make sure that objects do not create a trip hazard. |
| Rubbish or waste | Remove waste paper, food, packaging and litter from the bin regularly. Carry out regular site clean-ups to remove rubbish |
| Untidy stairs | Do not use stairways for keeping things. Always use handrails. Ensure adequate lighting on stairs. |
| Excessive loads | Report workload problems to your supervisor and avoid carrying excessive workload. When moving material by hand or push trolleys, make sure that the material are not stacked so high that the view of the floor ahead is obstructed. |
| Fault with machinery and equipment | Carry out regular maintenance and inspection of production machinery for signs of leakage. |
| Risky ladders | Use ladders in accordance with the manufacturer's information on safe use. |



Monitoring or review of control measures

The fourth step is to regularly monitor and review control measures. While monitoring, it is essential to know whether the control measures have been implemented as planned and if they are being used as per the procedure.

Types of emergency

An 'emergency' is a sudden, usually, unexpected occurrence requiring immediate action. In an emergency situation, immediate response and relief activities are carried out by the government, non-government organisations and volunteer agencies. These activities include alleviating a disastrous situation, carrying out search and rescue operations; provision of first aid, food, clothing, shelter and medicines to those affected, etc. Emergency may also be in anticipation of a hazard turning into disaster and may involve evacuation, provision of food, clothing, shelter, medicine, etc.

Difference between disaster and emergency

Both emergency and disaster are sudden. Disasters, usually, have a larger impact on a community as compared to emergencies. Some of the common disasters and emergencies are discussed in the Session.

Floods

These are the most frequent natural calamity that India has to face almost every year, in varying magnitudes. Flooding is caused by inadequate capacity of riverbanks to contain high flows brought down from the upper catchment due to heavy rains. Areas having poor drainage get flooded by the accumulation of water, resulting from heavy rains. It is disastrous to the ecology and human habitation. During floods, there is loss of life and property. After floods, there is human and animal suffering, spread of diseases and lack of shelter and food.

Technical failures

Equipment failure can cause injury and even loss of life. Failure in process control systems of a chemical



factory may cause reactions, which may go out of control and lead to fire, explosion and even leakage of poisonous gases.

Risks associated with assault

The Unarmed Security Guard is often exposed to the risk of assault from anti-social elements, unruly crowd or angry employees. However, we all have the right to self-defence. The right to self-defence is limited to situations where immediate threat of violence cannot be prevented by those authorised. The basic principle underlying the doctrine of the right to private defence is that when an individual or her/his property is faced with danger and an immediate aid from the State machinery is not readily available, the individual is entitled to protect oneself and one's property. But the force used by the person to protect self and property must not be grossly disproportionate to that needed to ward off the threat from the aggressor.

Aggressors are grouped into five broad categories, namely, criminals, vandals, extremists, protest groups and terrorists. They can inflict injury or death on people; destroy or damage facilities, property, equipment or resources; steal equipment, material or information; and create adverse publicity. Acquiring training in

unarmed self-defence techniques for dealing with hooligans, bullies, loafers, street fighters and the like enables the security guard to ward off an attack and protect self and others. Being an Unarmed Security Guard, it is important to assess the risk before deciding to engage with the aggressor. After assessing the risk, one can either engage with the person, escape or hide and communicate with the supervisor for backup. However, it is better to wait for adequate backup before engaging with the aggressor.

Safety signages

Evacuation and safety instructions are displayed conspicuously at prominent places. The following signages are, generally, displayed:



Fig. 1.13: Common signages associated with safety



- (i) Photo luminescent signages, reading — ‘In case of fire, use stairs unless instructed otherwise’ in red on a white background, is installed in the entire building showing the ‘exit’ route.
- (ii) Photo luminescent signages, indicating the floor number, are fixed in the ‘exit’ staircase. ‘Assembly points’ are also indicated for effective evacuation.
- (iii) Each stairway and each elevator is given numbers as per the evacuation plan, for example, S1, S2, etc., for stairways, and L1, L2, etc., for elevators
- (iv) ‘No smoking’ signages are provided in service areas.
- (v) Kitchen safety signages are fixed in kitchens.
- (vi) ‘High voltage’ or ‘danger’ signages are fixed on all electrical panels.

Some of the common signages associated with safety are shown in Fig. 1.13.

Practical Exercise

Activity

Imagine that you have been appointed as an Unarmed Security Guard at a school.

1. Make a note of the following:
 - (i) Assets which you need to protect
 - (ii) Vulnerability
 - (iii) Threats to the school
 - (iv) Risks to the school
2. What are the kinds of threats and hazards in terms of security at the school? Write the role of an Unarmed Security Guard against the type of threat in the following table.

| Threat | Role |
|-------------------------------------|------|
| Physical damage by a person | |
| Loss of essential services | |
| Compromise in responsibility | |
| Natural calamities | |
| Leakage of confidential information | |



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3. Write a short note on the response mechanism to be adopted to tackle the security threats or hazards identified by you.

Check Your Progress

A. Fill in the Blanks

1. _____-hide- _____ strategy is used to tackle weapon threats.
2. Hazard + _____ + vulnerability = Risk
3. Patrolling in the night is a _____ risk situation.

B. Short Answer Questions

1. Why are observation skills important for an Unarmed Security Guard in deterring and reporting security threats?
2. Do you think an Unarmed Security Guard will be able to secure a site in case of an attack by a group of people armed with guns? If no, then what can be the strategy adopted in such a situation?
3. What are suspicious packages? Is an Unarmed Security Guard fully equipped to identify a suspicious package as a bomb? What steps must the Unarmed Security Guard follow after receiving a suspicious package?

What have you learnt?

On the completion of this Session, you will be able to:

- identify the relation between asset, threat, vulnerability and risk.
- list the various kinds of threats faced by an organisation.
- demonstrate the knowledge of responding and reporting in case of detection of a suspicious package and weapon threat.

